



NetMotion Diagnostics Readme

October 2019

The Diagnostics server gathers and presents data from Diagnostics clients, which can be deployed on Windows, iOS, and Android devices. This document describes features and requirements in this release of Diagnostics. Before installing or upgrading, review this entire document and refer to [Known and Resolved Issues](#).

What's New in NetMotion Diagnostics v4.70

Diagnostics v4.70 includes these changes and new features, which are described in detail in the [Diagnostics help](#):

- Improved device provisioning reliability.
- Improved client behavior when servers in large deployments are too busy to handle incoming client data.
- Improved consistency of unique serial numbers generated on devices when Mobility is not installed.
- Improved report processing reliability from devices with long user names.
- Added a console banner when you are out of client licenses.
- Applied the latest security patches to embedded MySQL.
- Removed 0.0.0.0 as a MySQL listening address.
- Diagnostics reports with custom tests now report a warning instead of a failure when the Mobility VPN is not connected.
- Changed references from "remote broadband adapter" to "mobile router" (18355, 18041, 18039)
- Added support for Android 10 ('Q').
- Android clients: Improved Wi-Fi reporting to support additional connection "poor link" and "captive portal" connection statuses.
- Windows clients: Added support for ARM64 devices.
- Improved support for Cradlepoint mobile routers.
- The [Network Adapter and GPS Receiver Matrix](#) identifies the adapter, GPS receiver, and connection manager combinations that have been validated in our test lab.

Upgrading to Diagnostics v4.70

- To avoid client data loss and other errors, turn off client interfaces before upgrading. See [Safely Shutting Down the Diagnostics Server](#) for details.
- Diagnostics v4.x does not support restoring a database backup created by pre-v4.0 versions of Diagnostics. This becomes an issue if you plan to upgrade Diagnostics while also migrating to new hardware, or while changing the location of the database. For instructions on working around this issue, refer to [Upgrading the Diagnostics Server While Moving Your Deployment](#).

System and Product Requirements

Client and server requirements are detailed in [Hardware and Software Requirements](#). For installation and upgrade information, see the following help topics:

- [Installing the Diagnostics Server](#)
- [Upgrading the Diagnostics Server](#)
- [Installing and Configuring Diagnostics Clients](#)

The Diagnostics server supports communication from clients running v3.31 or later. For details about version compatibility, see [Diagnostics Software Version Compatibility](#).

Known and Resolved Issues

For the current status of issues in this release, refer to [Known and Resolved Issues](#).

Technical Support

To see the latest news and support information pertaining to this release, or to report bugs and obtain product support, go to <https://www.netmotionsoftware.com/support>.